

Job Description

Missouri State Highway Patrol

Class Title: Computer Operator III

Title Code: V00963

Effective Date: 06/26/95

Date Reviewed: 01/24/06 CG

Date Revised: 12/27/04

Immediate Supervisor: Computer Operations Supervisor

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is advanced and responsible work in the operation of the department's computer teleprocessing system. The individual also serves as lead worker and technical advisor in the absence of or at the direction of the Computer Operations Supervisor. The individual is expected to share their knowledge and expertise with lower level computer operators. An individual in this position operates under general supervision.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.)

Monitors mainframe computer and teleprocessing operations to ensure the system is available to the authorized users.

Answers telephone help-line and assists user groups (e.g., MULES terminal users, law enforcement agencies, and Patrol personnel) with problems associated with the operation of the MULES system, AS/400 system, and/or personal computer operation; utilizes proper diagnostic techniques and problem solving skills in order to resolve the specific technical and/or equipment problem(s); specifically documents every call received and/or initiated into the computer logging system and provides detailed information about the action taken.

Initiates contact to computer support vendors in order to report problems and ascertain time frame in which support personnel will be responding to the service request; assists users in the diagnosis of computer problems.

Initiates commands necessary to run production and batch jobs via user input or telephone requests from programmers and/or other authorized individuals.

Loads special forms into computer for printing specialized reports (e.g., CRID wrap sheets, etc.); retrieves completed print-outs from printer tray; separates jobs and distributes to the appropriate personnel; delivers print-outs to headquarters' mail room for distribution; conducts special functions with the MSHP mainline printers connected to the State Data Center via TCP/IP connection; maintains the printer by loading with proper paper and changing ribbons, as needed.

Reviews program operating instruction books and division standard operating procedures manual; makes recommendations about modifications to current procedures.

Follows requested procedures if batch job abends; investigates the problem, takes notes, and responds to suggestions from the initiating source to attempt to rectify the problem; types amended commands to rerun the job.

Follows written procedures to take system down approximately two times per month in order to facilitate hardware and/or software changes; documents any problems with same.

Requisitions computer paper from the Supply Division; generates requests for supplies not kept in inventory to supervisor.

Maintains building security after hours; gives main building key to authorized personnel and maintains manual log of same.

Resets air conditioner alarm panels and UPS Panel when power failure occurs; monitors and initiates emergency power generated equipment power up or power down, when needed.

Serves as a lead worker by providing technical guidance and delegation of work, as required.

Assists in developing and implementing new procedures, equipment, forms, etc.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Extensive knowledge of Patrol policies and procedures especially as they pertain to the Information Systems Division.

Extensive knowledge of the computer operations in the Information Systems Division.

Extensive knowledge of the operation of peripheral computer equipment and teleprocessing procedures.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to monitor the mainframe computer and teleprocessing operations.

Ability to provide assistance to users via the telephone.

Ability to specifically document problem occurrence, diagnosis, and resolution.

Ability to contact computer support vendors to facilitate service.

Ability to run batch and production jobs.

Ability to properly retrieve, mount, load, unload, file, and dispose of tapes.

Ability to operate computer terminal, printer, and telephone.

Ability to review and study computer manuals.

Ability to handle problems associated with abended teleprocessing jobs.

Ability to work with people as a cooperative member and foster the team concept in getting tasks accomplished.

Ability to handle stressful situations in a professional manner.

Ability to appropriately communicate to individuals with technical expertise (e.g., programmers) and those without technical expertise (e.g., local police department trainee).

Ability to ask appropriate questions of the user in order to diagnose and rectify computer problems.

Ability to deal with irate and impatient users in a calm and professional manner.

Ability to perform shift work (e.g., evenings, weekends, and holidays).

Ability to maintain building security after hours.

Ability to maintain manual and computer logs.

Ability to serve as a lead worker.

Ability to provide input reference new procedures, equipment, forms, etc.

Ability to respond quickly and make decisions while under pressure.

Ability to operate computer keyboard.

Ability to establish and maintain effective working relationships with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

One year of experience as a Computer Operator II.

OR

Three years of experience in operating computers and computer peripheral equipment. (Approved training in computer principles and operation may be substituted for experience at the rate of 40 clock hours of formal classroom training for one month of experience up to a maximum of twelve months; college education with specialization in computer science may be substituted for the required experience on a year-for-year basis, up to a maximum of two years.)